

UCAS Ref: CM/SC

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To Vice-Chancellors and Principals

By email

Chief Executive
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Dear Colleague,

I wanted to write to introduce myself as I enter my second week as Chief Executive of UCAS, and as we enter the period of intense activity that is Confirmation and Clearing.

You may be aware my background is not in higher education, so I have much to learn. However, my previous work with the higher education sector has always been productive, collaborative, and inclusive, and I look forward to working with you on this basis.

Much of my first week has been focused on gaining assurance that UCAS will operate a smooth process over the summer, and to date, I can see a huge amount of preparation has taken place and risks have been mitigated to sufficient effect. As part of our commitment to offering universities, colleges, and students a better service, we are employing new telephony and customer relationship management services at scale for the first time this year. These are proven technologies which are used in other sectors, and we are working closely with our suppliers to ensure these perform effectively over the critical period.

I also recognise the uncertainties some of you will be experiencing in view of fewer undergraduate applications, and changes to qualifications in some parts of the UK. To support you, UCAS will once again be publishing detailed national analysis during the Clearing period, as well as providing your university/college with its own acceptance data.

Prior to joining UCAS, I had the opportunity to visit some of your great institutions. I aim to expand my visit programme in the autumn, and look forward to meeting many of you at sector body meetings over the coming months. Should there be anything during the summer or subsequently that you want to raise with me, please do not hesitate to give me a direct call or drop me an email.

I look forward to working with you and your teams for the benefit of students across the UK.

Yours sincerely



Clare Marchant
Chief Executive

cc: UCAS Correspondents

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